State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

MCImetro Access Transmission Services LLC
Verizon Access Transmission Services
for quarter ending September 30, 2010

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	$1,039.05	$1,721.56	$747.45	$3,508.06
B. Number of credits issued for repairs - 24 - 48 hours	39	25	11	75
C. Number of credits issued for repairs - 48 - 72 hours	14	26	11	51
D. Number of credits issued for repairs - 72 - 96 hours	9	16	6	31
E. Number of credits issued for repairs - 96 - 120 hours	5	2	3	10
F. Number of credits issued for repairs > 120 hours	3	11	4	18
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	$0.00	$0.00	$0.00	$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	$2,700.00	$2,050.00	$1,100.00	$5,850.00
B. Number of customers receiving credits	54	82	44	180
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

No data is avail for item A&B,Sec 730,info is reported by ILEC.MCImetro's customers are dependant on SBC for repair&maint activity(OOS tickets,missedrepair appt's resolution,repeat failure) Data no longer provided by SBC,Missed Instal Appt's, Sec730-K.